User's Guide:
Accessing On-line Training (CBT or computer-based training) in OLM

Office of Human Resources Training and Organizational Development Team
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Introduction

This Guide will assist you with
- Enrolling in, and playing a CBT Course in Oracle Learning Management (OLM).
- Troubleshooting any technical issues that may arise

Contents
- Part I: Enrollment Instructions
- Part II: Playing the CBT Class and Assessment
- Part III: Troubleshooting Instructions

Technology Requirements
- Internet Explorer 8, 9 or 10.
- If needed, request an upgrade by contacting m the Help Desk, 240-777-2828
- Emptying the Cache in your browser if you cannot open training because memory is too small (***instructions at end of this document***)
- Add https://ext03.montgomerycountymd.gov in your trusted sites. (***instructions at end of document***)
- Set computer resolution to 1152 x 864. (***instructions at end of this document***)
- If these measures do not work, use another browser, such as FireFox to access the training. You can download the application free at https://www.mozilla.org/en-US/firefox/new/

    FOR DETAILED INSTRUCTIONS – *see* ***Troubleshooting Guide*** *at the end of this document.*

Part 1: Enrollment in CBT Class and Class Assessment

Log-in for Employees	Log-in for Non-Employees *(Contractors, Partners, Volunteers, Interns)*
Log-into this link > accessMCG Applications Portal • Click **Employee Self-Service** • Click blue **"Go to Employee Self-Service"** button • Click **MCG HR Employee Self Service** • Click **Learner Home** From your **Learner Home**, follow these next steps:	Log-into this link >accessMCG *Extranet* Applications Portal • Click **Learning Services** • Click blue "Go to County **Learning Services"** button • Click **MCG External Learning Self-Service** • Click **Learner Home** From your **Learner Home**, follow these next steps:

1. In your **Learner Home**, go up to the top-left of the Screen

    • In the **drop-down menu** change "Course" to "Class"

    • Type **one word** from the title of the class in the window > Click "Go"

    • Find the class you want to attend

2. Your search may result in a Class and an Assessment with the same name.

    • Enroll in Class first; then enroll in the Assessment

3. Click the "**Enroll**" button located across from the title on the far right of the screen > Click Review > Click Submit

    • You will be taken back to your **Learner Home** Screen.

    • Find the class under "**Enrollments**" on your Learner Home page.

4. **Don't forget** to repeat for the assessment.

    • If you also enrolled in an Assessment, it will not be available until you complete the class.

FOR A MORE DETAILED ENROLLMENT INSTRUCTIONS go to the OHR Training Website, look for "Enroll in a class" in the Quick Links box.

Commented [JM1]:

Part II: Taking a CBT Class in OLM

Taking the Class (Section 1)	
- On your **Learner Home** Page - Look under **Enrollments** for the Class - To the right of the Class Title, look for the Play icon to the right - Click on the Play icon. **FOR DETAILED instructions** to play the class, see below.	**Enrollments** Enrollments include all current enrollments, including those in classes that are part of a learning certification or learning path. ⊞ Show Key Notation **Class Name / Type / Status / Item in / Start Date / End Date / Completion Date / Time Zone / Play** Navigating Oracle Applications UPK Class — Completed — 04-Mar-2013 00:00:00 — 24-Mar-2015 12:22:23 Eastern Time Importance of the Influenza Vaccine CBT Class — Completed — 28-Mar-2013 00:00:00 — 22-Jul-2015 13:14:34 Eastern Time ADA Title II Requirements for County Government 2015 CBT Class — Completed — 14-Jul-2015 00:00:00 — 14-Jul-2015 12:25:47 Eastern Time

Taking the Assessment (Section 2)

If an Assessment is required it will now be available to take.

On the Learner Home Page

- Look under **Enrollments** for the Assessment
- To the right of the Assessment Title, look for the Play icon to the right
- Click on the Play icon.

1. Respond to all the questions.
2. Click "Finish"
3. If you are ready to submit your answers click "Submit Test"
4. Your score will appear

Proof of Completion

OLM does not provide a certificate.

- On your Learner Home page the class, "Status" will change to "Complete" for both the assessment and the class.

- You may provide your supervisor with:
  - A screen shot of your Learner Home Page showing the Class and Assessment status as Complete.
  - A printed transcript. Instructions for printing a transcript are located on the OHR Training Web Page under "Transcripts".

Part III: Trouble Shooting Guide

If you are having problems, it may be that the Technology Requirements are not being met. Below are the requirements to successfully play a CBT class, and how to address each issue. If you still cannot play the training, Once you verify that your system meets the requirements, but you continue to have problems, please contact the OLM Administrator, 240-777-5116; or email olm.administrator@montgomerycountymd.gov

Technology Requirements

The following issues are addressed in detail below.

1. Internet Explorer 8, 9 or 10.
2. Emptying the Cache in your browser if you cannot open training because memory is too small
3. Your computer is blocking the link from playing. Add https://ext03.montgomerycountymd.gov in your trusted sites.
4. Set computer resolution to 1152 x 864.
5. If these measures do not work, use another browser, such as FireFox to access the training. You can download the application free at https://www.mozilla.org/en-US/firefox/new/

Troubleshooting Instructions

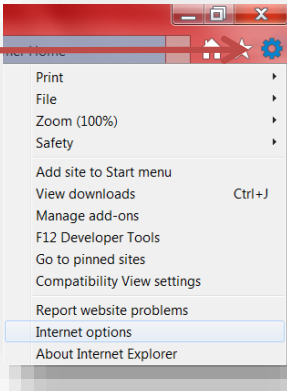### 1. Find out what version of IE you have.
   - Open IE. Go to Help > Select "About Internet Explorer".
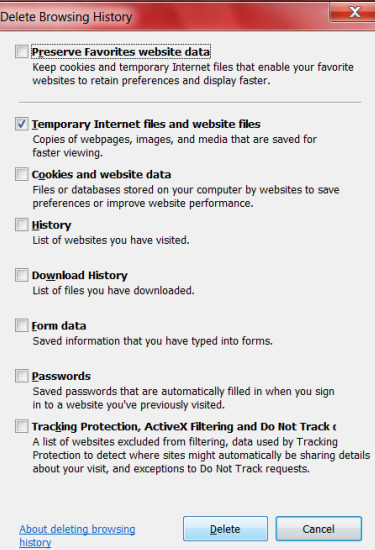   - A window will open with the version clearly stated.
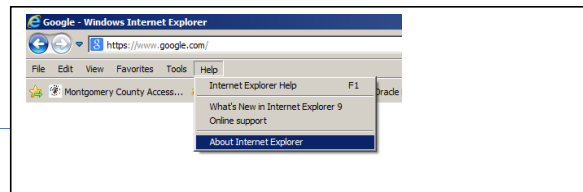
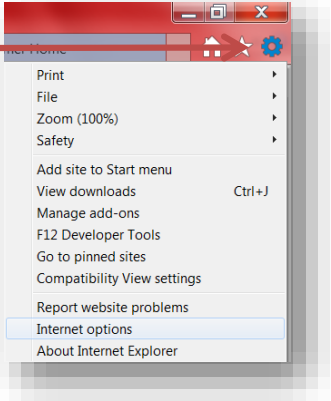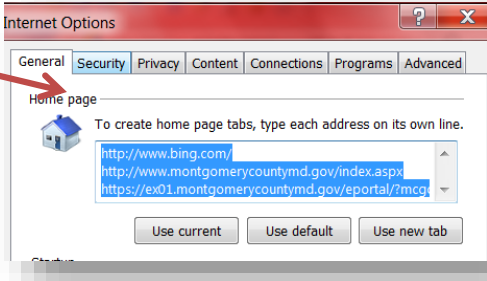- If needed, request an upgrade by contacting m the Help Desk, 240-777-2828

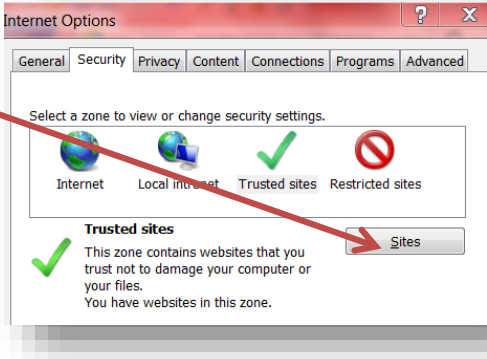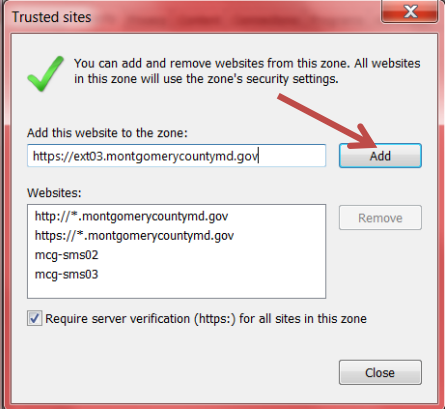## 2. Empty the Cache Stored on Internet Explorer (IE).

It could be you cannot open training because you have too much memory taken up by activity tracked on your browser. To release some of that memory, you can delete it from Internet Explorer.
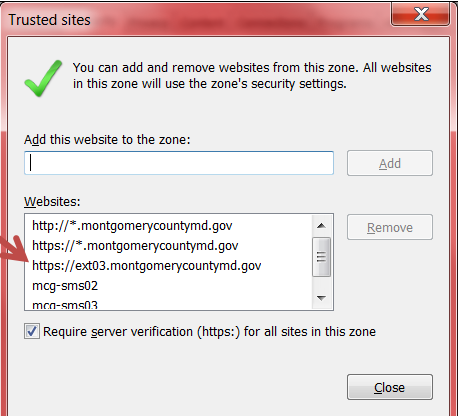
Step	Action	Visual
1.	Click the **Tools icon** on the top of your browser. The icon may be on the right or left. A box will drop down. Click on **Internet Options**	

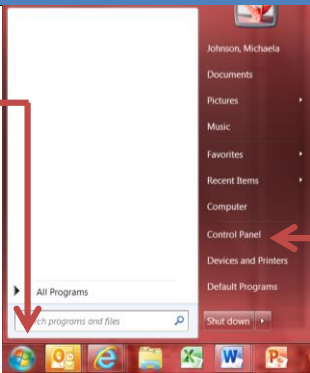|		
2.	The **Internet Options** window will open. Find **Browsing History**. Click **Delete**	
3.	The **Delete Browsing** window will open. Uncheck **all boxes except** "temporary files". Click **Delete** Once all records are deleted, you will be returned to the Internet Options Box. Click **OK.**	

3. **Add https://ext03.montgomerycountymd.gov in your trusted sites.**

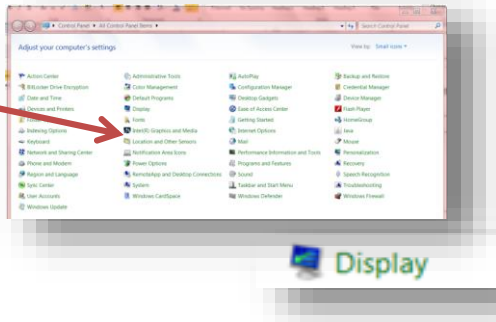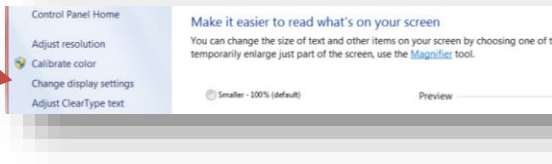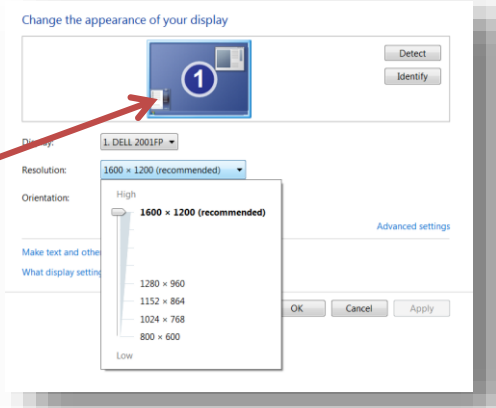| Step	Action	Visual
1.	Click the **Tools icon** on the top of your browser. The icon may be on the right or left. A box will drop down. Click on **Internet Options**	
2.	The **Internet Options** box will open. Locate the **Security** tab and click it.	
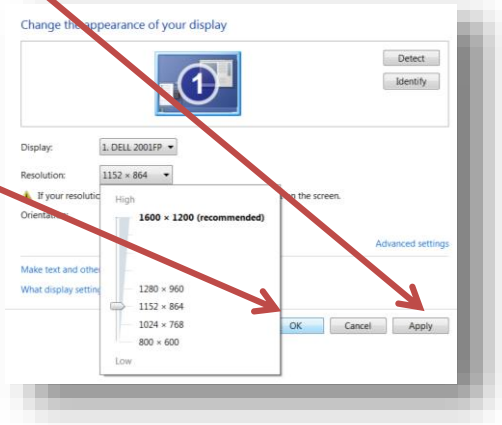
3.	The **Security Tab** will open. Click on the **Sites** button.	**Internet Options** General | Security | Privacy | Content | Connections | Programs | Advanced Select a zone to view or change security settings. Internet Local intranet Trusted sites Restricted sites **Trusted sites** This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone. Sites
4.	The **Trusted Sites** window will open. **Type this URL** **https://ext03.montgomerycountymd.go v** in the field as shown Click the **Add** button.	**Trusted sites** You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: https://ext03.montgomerycountymd.gov Add Websites: http://*.montgomerycountymd.gov https://*.montgomerycountymd.gov mcg-sms02 mcg-sms03 Remove ☑ Require server verification (https:) for all sites in this zone Close

Step	Action	Visual
5.	The URL will now appear in the list of trusted **Websites**. Click **Close** to close the Sites Window. The **Internet Options** window is still open. Click **OK** to close it.	

4. Change your Computer Resolution

Step	Action	Visual
1.	Move your cursor to the bottom left of your screen. Click the **Microsoft Icon**. A menu will open. Click on **Contol Panel.**	

2.	The **Control Panel** will open up. Find Display. Click Display.	
3.	The **Display Window** will open. Click **Change display settings**.	
4.	The **Change the appearance of your display** window will open. Click the **resolution** button. A window will open indicating the current display ration. Click on the ration 1152 x 864 The "knob" indicating the ration level will move to this setting.	

Click **Apply**. Your screen will go blank for about 3 seconds while your display ratio is adjusted. Once the display returns, cick OK. Click the Close icon at the top right of your screen.	

If you are still having problems with playing the CBT, please contact the OLM Administrator: OLM.Admin@Montgmerycountymd.gov.